

# **Above & Beyond ADA**

**Metro's Response to Growing ADA Ridership**

**June 2015**

**Los Angeles Commission on Disabilities**



**Metro**

# Department Mission

***Ensure Metro meets and/or exceeds Federal, State, and Local Civil Rights requirements by promoting universal equity for customers and employees by***

- ***Evaluating services, programs, and facilities***
- ***Educating employees and customers***
- ***Monitoring and advising on Civil Rights compliance***
- ***Conducting investigations and make recommendations on corrective actions***
- ***Eliminating barriers in employment opportunities and ensure equal access and participation in the Metro transportation system***



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# The Challenge

- **ADA ridership is growing rapidly**
- **Metro has the most ridership by people in wheelchairs in the nation**
- **From 3,500 to 90,000 per month on buses alone in 12 years**

# Handling the Growth

- There have been challenges but Metro is committed to building and operating the most accessible transit system in the U.S.
- Metro is taking many initiatives that go *above and beyond* the minimum accessibility requirements in the Federal ADA and State Title 24 requirements
- Looked at best practices world wide

# Bus/Rail Priority Seating now *Reserved*



**RESERVED FOR SENIORS AND  
PERSONS WITH DISABILITIES**

Reservados para personas mayores y discapacitadas



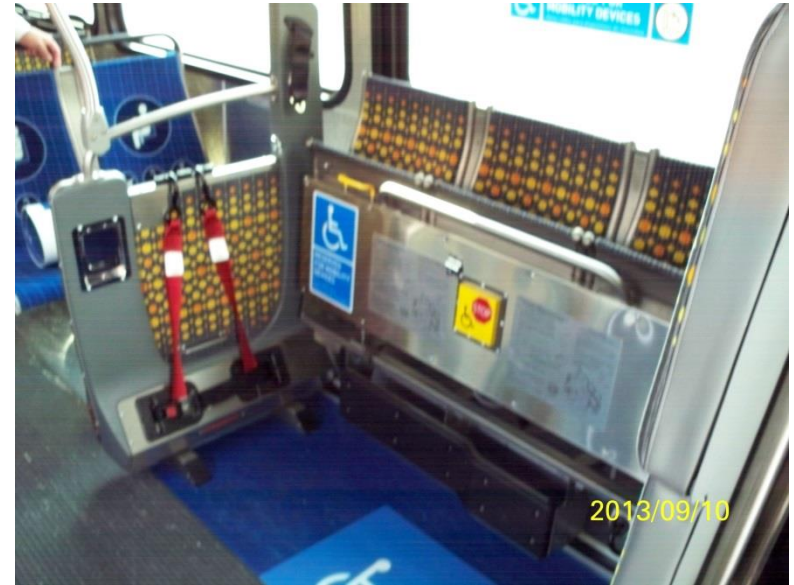
**RESERVED  
FOR MOBILITY  
DEVICES**

Reservados para  
dispositivos de movilidad



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# Bus - Reserved Seating Relocated



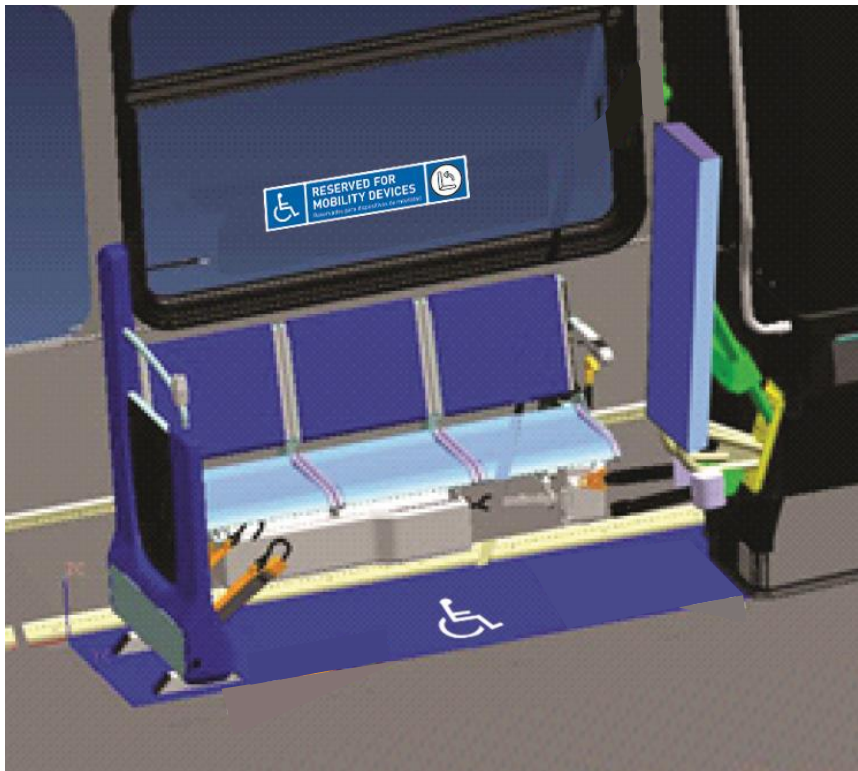
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# Bus Qpods



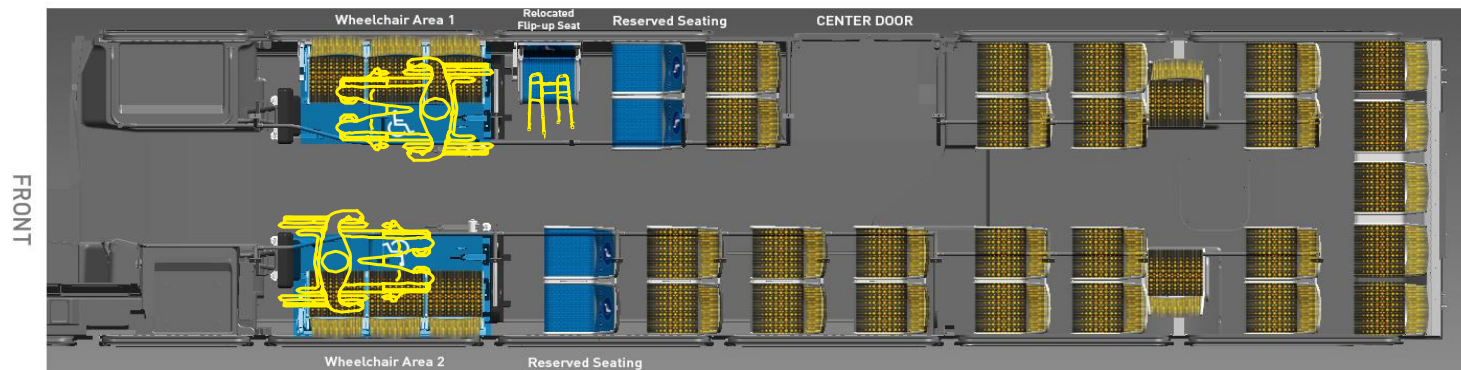


# Bus Rear Facing Position





# Bus - Walkers



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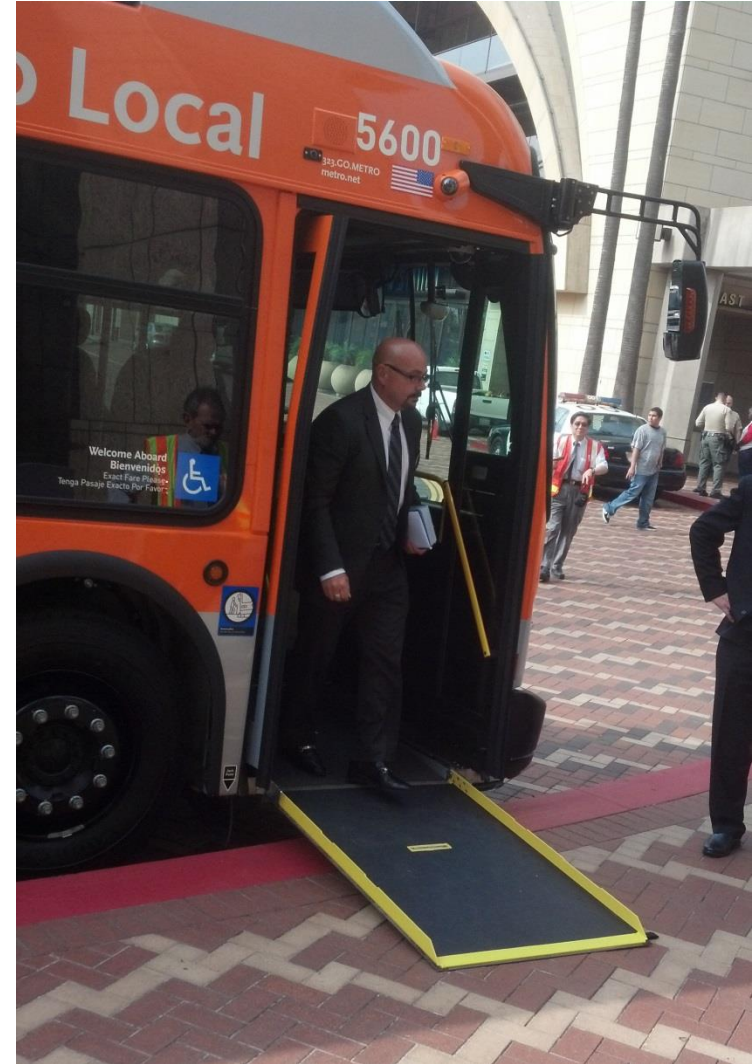
# Bus Floor Decals



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# Bus - Improved Bus Ramps



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# Bus – Free Wheelchair Tether Straps



# Bus – Boarding and Alighting

**Make it a safe trip for everyone.**



metro.net

- > Let riders in wheelchairs board first and **exit first**.
- > Please move from reserved and wheelchair seating areas if requested.
- > Bus operators will assist with wheelchair securement; it only takes a moment. Thank you for your patience.



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**If you have questions or concerns, call 213.922.6235.**

EFFECTIVE 3/2013



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# **General – Improved Mystery Ride**

- **720 undercover trips every quarter to observe ADA compliance**
- **Statistically significant findings**
- **Results published quarterly on website**
- **98% compliance with securement process**



# Bus – Artics with 3 or 4 Wheelchair Places



# Bus - Tactile Directional Bars at Stations

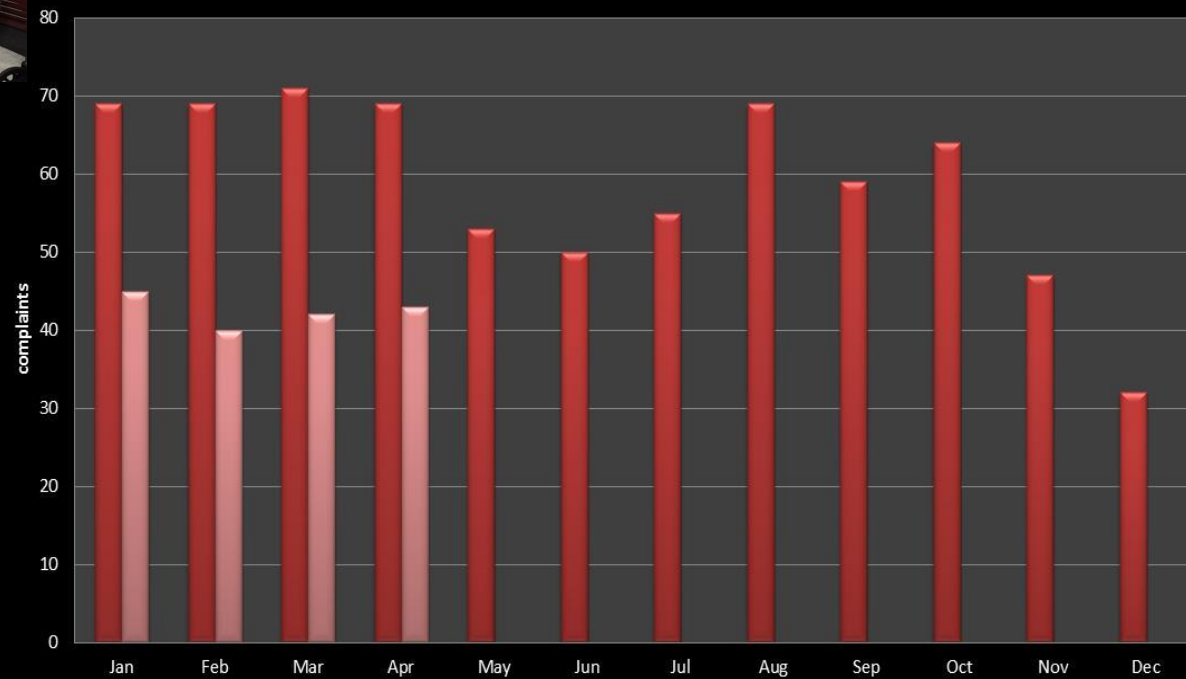




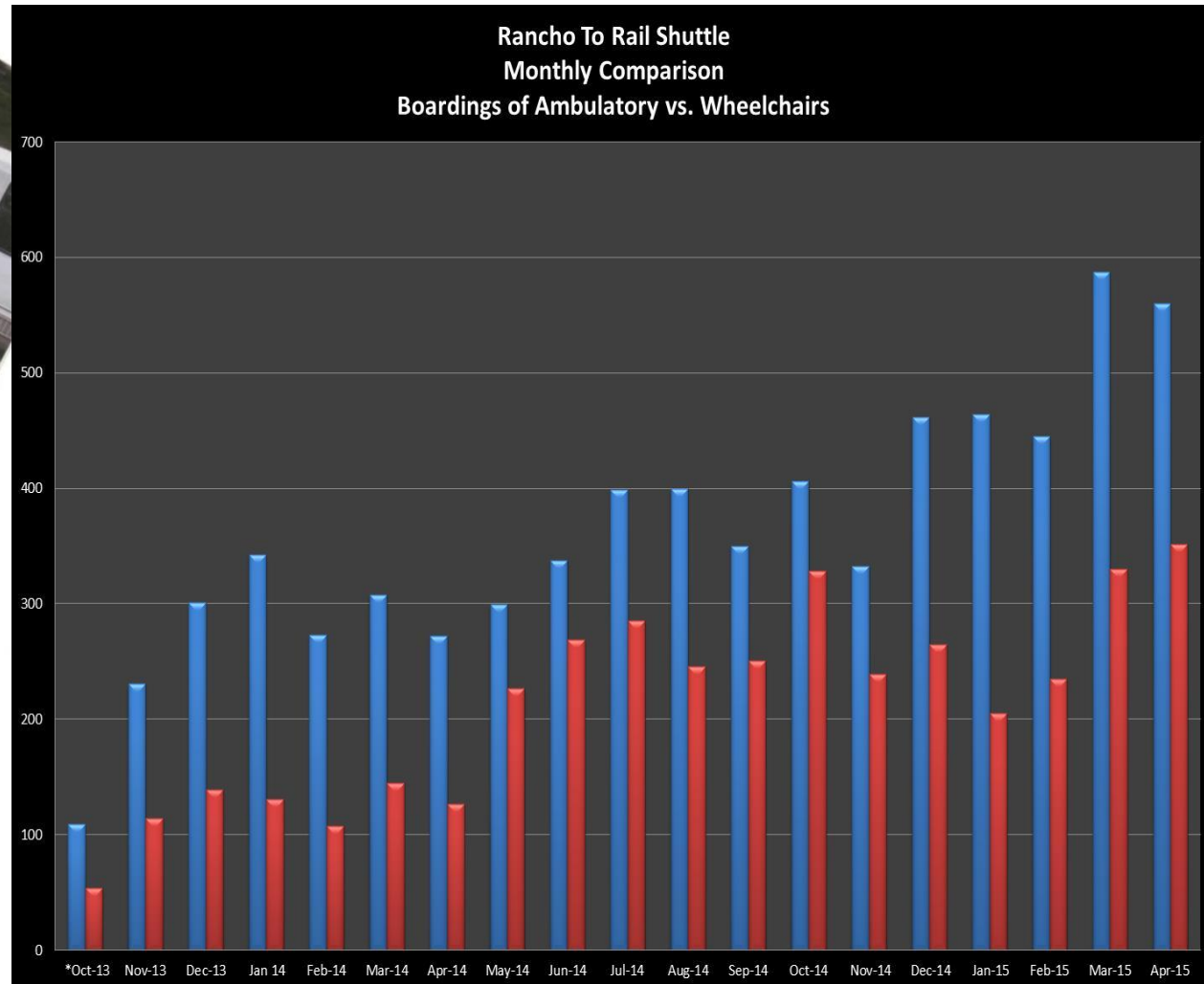
# Bus Operator Enhanced Training



ADA Complaints  
Comparison by Year and Month



# Bus - Rancho to Rail



# Rail – Floor Graphics to Identify Space

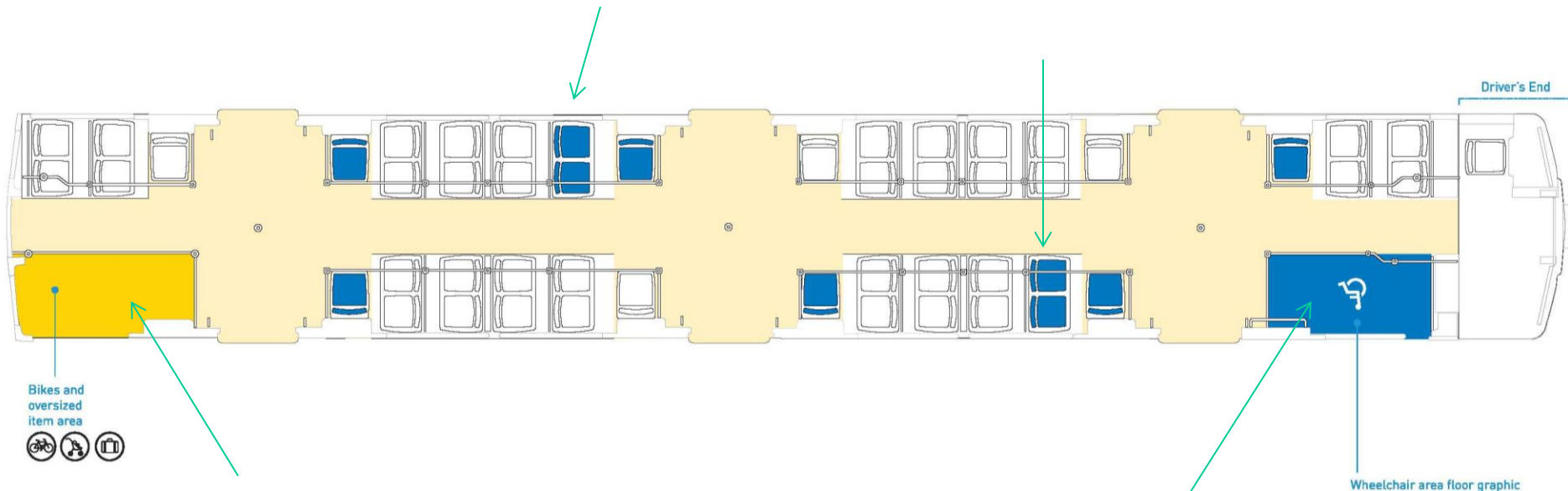


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# Rail – Subway Refurbishment

Two seats together for Seniors/Disabled

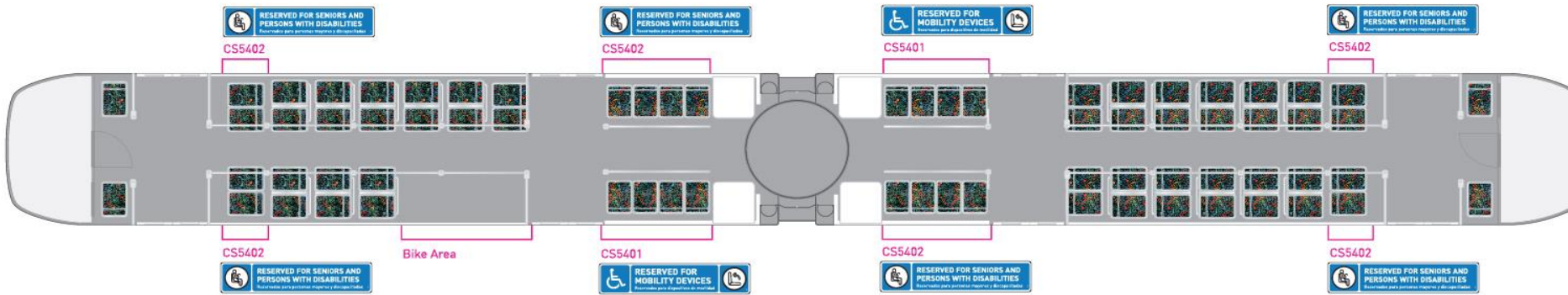


Separate Area for Bikes/Luggage    Space for 2 Wheelchairs Together

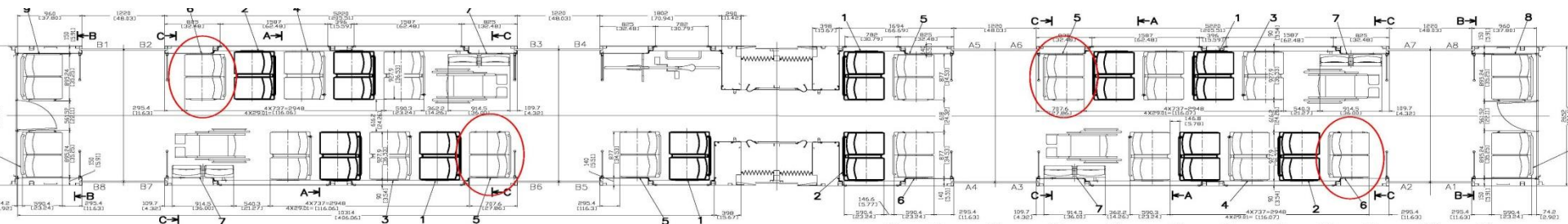


# Rail – New Cars Improved Layout

## Existing Gold Line Breda Cars 2 Wheelchair Positions



## New Kinki Sharyo Cars 4 Wheel Chair Positions



# Rail – Subway External Speakers



# Rail – Transit Passenger Info System

## Former TPIS



## Revised TPIS



# Rail Gate Help Phones



GTEL



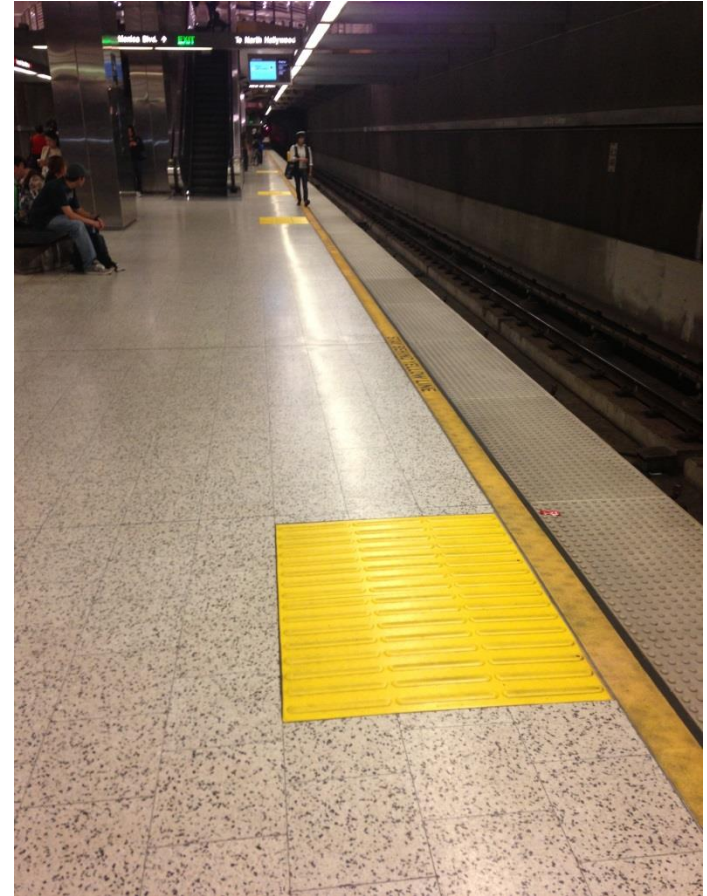
# Rail – Directional Bars at Stations

## Between Car Barriers & Tactile Warning Strip



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## Directional Bars & Tactile Warning Strip



# Rail Tactile Guidance

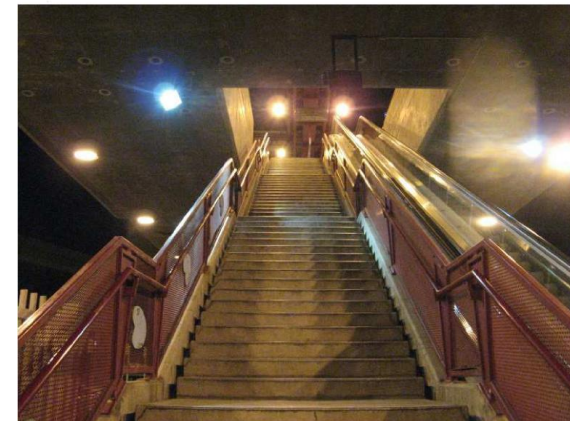




# Rail – Two Elevators per Station

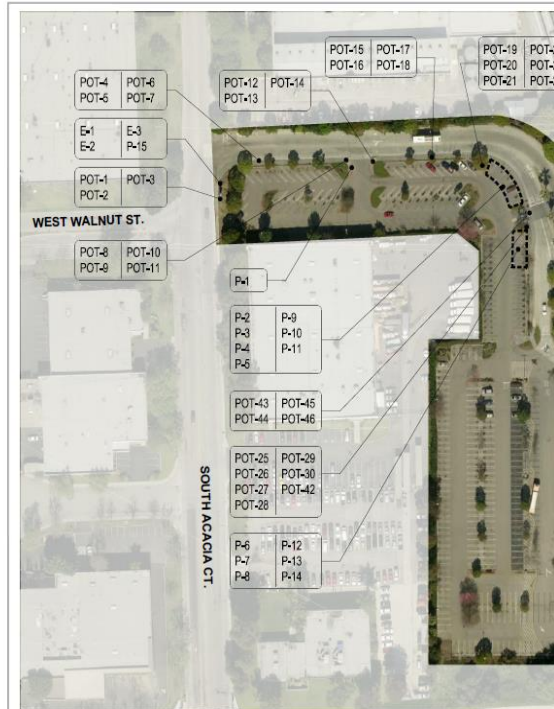
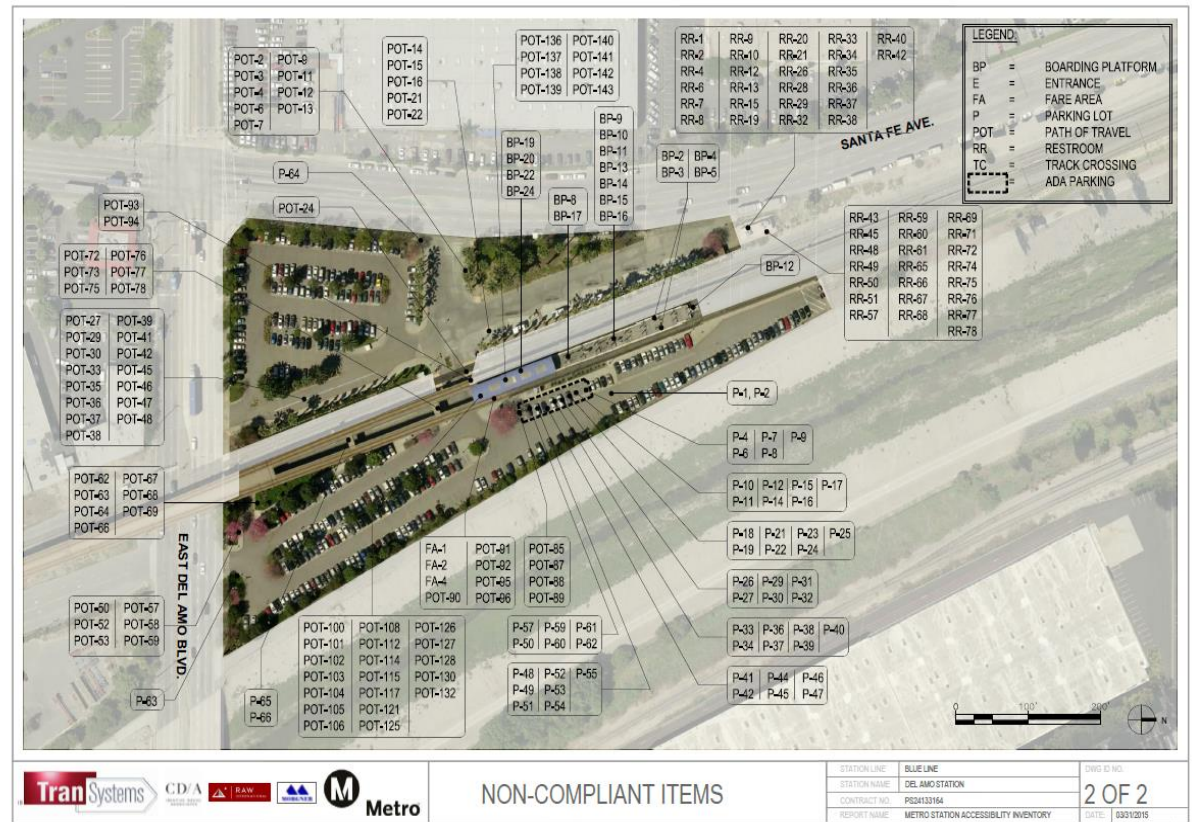
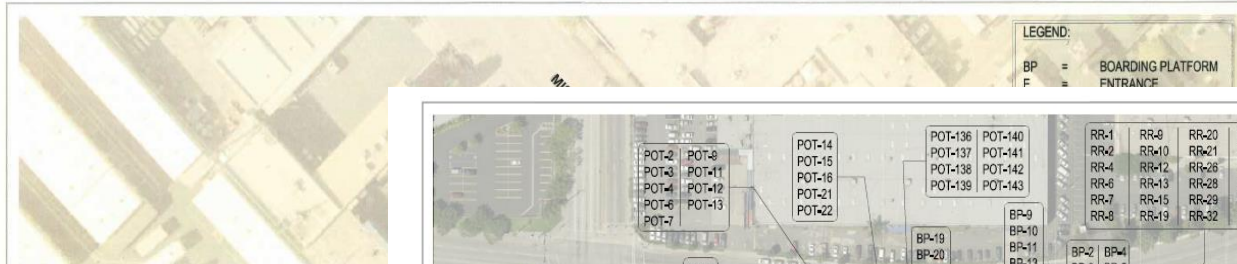


# Rail – Lighting Criteria





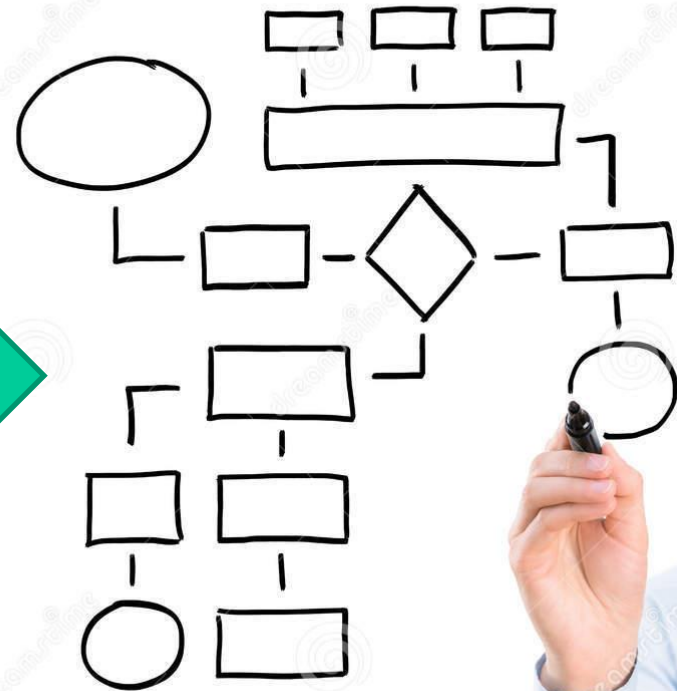
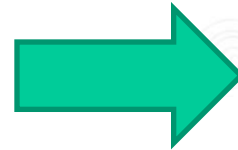
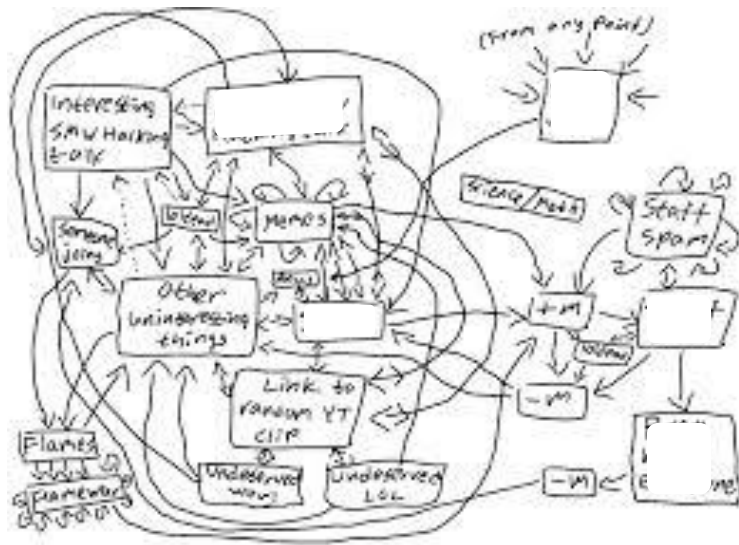
# Rail – Station Inventory



# General – Employee Recognition



# General – Improved Complaint Process





# General – Sub Recipient Compliance





# General – Limited English Proficiency



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# **General – Reasonable Modification**

- **DOT published new regulations**
- **Go into effect July 13, 2015**
- **Metro will be fully compliant**

# Outreach

- **Metro Accessibility Advisory Committee**
- **Attend other advisory boards including LA Commission on Disabilities**
- **Participate in LA Abilities Expo**
- **Work with other organizations including Braille Institute as needed**
- **Publish brochures and have separate page on Metro website**



# Outreach – Orientation at Rancho



# Civil Rights Department

- In 2011 there was one ADA Coordinator in General Services Department
- Today Department reports directly to CEO
- Current staffing includes:
  - Executive Officer
  - Manager
  - 3 Administrators
  - 2 Analysts

# Accountability

- **Report quarterly to Metro Board**
- **Report quarterly to Metro CEO**
- **Report monthly to AAC**
- **Peer Reviews by other transit agencies**
- **Triennial Reviews by Federal Transit Administration**
- **Publish statistics & peer review results on Web**



# Triennial Review/Peer Review

- **FTA conducted in-depth review of ADA compliance over 2 weeks in 2014 including 50 random and covert rides**
  - Not a single ADA violation was found
  - Reviewers stated that Metro was now a national model for ADA compliance
- **MTS Peer Review in May, 2015 found that Metro is in full compliance with ADA is going above and beyond what is required**

# Conclusion

- **Metro will meet *and* exceed the minimum requirements of the ADA to meet the travel needs of our customers**
- **All changes will not occur overnight, but improvements are continuously being implemented**

# Questions



## Above and Beyond ADA

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